Protocols for Handling Child Abuse and Neglect In Child Care Services

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Alberta
Children's Services

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GLOSSARY

CFSAs: refers to Child and Family Services Authorities, which oversee the delivery of services to children and families in 10 geographic regions throughout Alberta. Services include Children's Services, licensing of child care facilities, family violence prevention services, Family Supports for Children With Disabilities, early intervention programs, and family mediation services.

Child, Youth and Family Enhancement Act (Enhancement Act):

is the legislated authority for child intervention services in Alberta. The Enhancement Act is based on a set of beliefs about children, families and communities and how they relate to each other.

Children's Services Caseworker:

refers to the CFSA or First Nations agency staff person appointed to provide child intervention services under the *Child, Youth and Family Enhancement Act*.

Day Care Facilities:

refers to nursery schools, day care centres, drop-in centres, and out of school care centres.

DFNA: refers to the 18 Delegated First Nations Agencies that have been provided the authority under the *Child, Youth and Enhancement Act* to deliver the full range of provincial child intervention services within the geographical boundaries of the Reserves of their respective Member First Nations.

Approved Family Day Home:

refers to child care for preschool children provided in the private residence of a caregiver referred to as a "provider". Family Day Home Agencies operate under an agreement with the Child and Family Services Authority in their area who set standards for the type of care provided. Providers operate under the terms of a contract with an agency.

PROTOCOLS FOR HANDLING
CHILD ABUSE AND NEGLECT IN CHILD CARE SERVICES

1. INTRODUCTION/PURPOSE

Children depend on others for their safety and well-being and have a right to be protected from abuse and neglect. Caregivers who respond to child abuse and neglect must understand the problem so responses are better coordinated and more effective. These guidelines are for the use of caregivers in day care centres, approved family day homes, nursery schools, drop-in centres, and out of school care centres.

These guidelines describe the responsibility of people who report abuse and neglect and the role of Children's Services and Police in investigating reports. Information about recognizing child abuse and neglect is on page 4 "**HOW DO YOU RECOGNIZE CHILD ABUSE AND NEGLECT?**"

The guiding principle is the safety and well-being of the child. The question to ask is: "Are there reasonable and probable grounds to believe a child is at risk?" Wherever there is doubt, you must discuss your concerns with a Children's Services caseworker, even if there are no concrete signs or physical evidence of abuse or neglect. The Children's Services caseworker can help determine whether a report is necessary. Once the report is made, Children's Services caseworkers will determine what should be done.

While reporting suspected child abuse is a sensitive and difficult issue, the *Child, Youth and Family Enhancement Act* is designed to protect children because they are unable to protect themselves. Children's Services caseworkers' preferred choice is to support the parents to be able to protect their children. Parents have the primary responsibility to protect children, but when parents fail to do so, Children's Services caseworkers intervene on behalf of the child.

Under the provision of the *Child, Youth and Family Enhancement Act, (Enhancement Act)*, any person who suspects a child may be abused or neglected by the parent/guardian has a legal obligation to report the matter immediately to a Children's Services caseworker.

The *Child, Youth and Family Enhancement Act* states:

> ***"(2) For the purposes of this Act, a child is in need of intervention if there are reasonable and probable grounds to believe that the survival, security or development of the child is endangered because of any of the following:***
>
> ***(a) the child has been abandoned or lost;***
>
> ***(b) the guardian of the child is dead and the child has no other guardian;***
>
> ***(c) the child is neglected by the guardian;***

(d) the child has been or there is substantial risk that the child will be physically injured or sexually abused by the guardian of the child;

(e) the guardian of the child is unable or unwilling to protect the child from physical injury or sexual abuse;

(f) the child has been emotionally injured by the guardian of the child;

(g) the guardian of the child is unable or unwilling to protect the child from emotional injury;

(h) the guardian of the child has subjected the child to or is unable or unwilling to protect the child from cruel and unusual treatment or punishment;

(i) repealed 2003 c16 s3.

(2.1) For the purposes of subsection (2)(c), a child is neglected if the guardian

(a) is unable or unwilling to provide the child with the necessities of life,

(b) is unable or unwilling to obtain for the child, or to permit the child to receive, essential medical, surgical or other remedial treatment that is necessary for the health or well-being of the child, or

(c) is unable or unwilling to provide the child with adequate care or supervision.

(3) For the purposes of this Act,

(a) a child is emotionally injured

(i) if there is impairment of the child's mental or emotional functioning or development, and

(ii) if there are reasonable and probable grounds to believe that the emotional injury is the result of

(A) rejection

(A.1) emotional, social, cognitive or physiological neglect,

(B) deprivation of affection or cognitive stimulation,

(C) exposure to domestic violence or severe domestic disharmony,

(D) inappropriate criticism, threats, humiliation, accusations or expectations of or toward the child,

(E) the mental or emotional condition of the guardian of the child or of anyone living in the same residence as the child;

(F) chronic alcohol or drug abuse by the guardian or by anyone living in the same residence as the child;

(b) a child is physically injured if there is substantial and observable injury to any part of the child's body as a result of the non-accidental application of force or an agent to the child's body that is evidenced by a laceration, a contusion, an abrasion, a scar, a fracture or other bony injury, a dislocation, a sprain, hemorrhaging, the rupture of viscus, a burn, a scald, frostbite, the loss or alteration of consciousness or physiological functioning or the loss of hair or teeth;

> *(c) a child is sexually abused if the child is inappropriately exposed or subjected to sexual contact, activity or behaviour including prostitution related activities."*

The name of a person who reports pursuant to the *Enhancement Act* shall not be disclosed or communicated to any person without the consent in writing of the Minister of Children's Services.

The *Enhancement Act* provides that when any person makes a report to Children's Services, no action can be taken against that person unless the reporting was done maliciously or without reasonable or probable grounds.

Anyone failing to report suspected child abuse by the parent/guardian while having "reasonable and probable grounds to believe a child is in need of intervention", is guilty of an offence and liable to a fine. The legal obligation is not fulfilled unless the report is made directly to a Children's Services director or delegated Children's Services caseworker. This must occur even if it is known that Children's Services is already involved.

2. HOW DO YOU RECOGNIZE CHILD ABUSE AND NEGLECT?

Understanding what child abuse and neglect are and knowing how to take appropriate action, are critical to ensure the safety and well-being of children. Child abuse and neglect take many forms. "Abuse" can mean actively hurting a child or depriving the child of affection and acceptance. "Neglect" means failing to take proper care of a child. Abuse and neglect can range from constantly humiliating a child to denying the nurturing the child needs, from hard shaking or slapping to the sexual abuse of a child. It also means doing nothing to stop abuse or neglect from happening - in other words, "permitting" abuse is considered to be causing a child to need intervention.

Your first indication that a child may be in need of intervention may be your observation of the relationship between the parent/guardian or caregiver and child. If you "sense" something is wrong, trust your instincts. Do not over-react, but do watch the situation closely.

Look for indicators listed in this section. If you have any information regarding a child, parent/guardian or caregiver that might lead you to believe that a child may be abused or neglected, contact a Children's Services caseworker.

Child abuse and neglect fall into four basic categories: physical, sexual, emotional and neglect. The form of the maltreatment in a particular case may be a single form of abuse or a combination of abuse and neglect.

If under any circumstances, a child tells you that he or she is being abused or neglected, believe the child and take action!

Remember to write down any information you have related to the suspicions: physical signs, conversations you had with the parent/guardian, caregiver or child, the date, time and any other details. Keep your recordings confidentially secure and separate from other records.

In the following pages you will find a list of possible indicators/signs of child abuse. While these signs may indicate abuse, they may also indicate other problems. The signs themselves do not *prove* abuse, but do indicate a need for attention. This list does not cover all factors since each situation is unique. In some situations of apparent abuse, the damage might be the result of an accident.

If you have doubt, call the Children's Services caseworker and discuss the situation without initially providing names. Then decide with the Children's Services caseworker whether to make a report.

Neglect

Neglect is failure to provide a child with the necessities of life, including failure to obtain needed medical, surgical or other treatment.

Neglect is not always obvious, but it can affect the child's maturation process and can have serious, long-term psychological effects.

INDICATORS OF NEGLECT

The Child may:	**The Adult** may:
• be underweight, dehydrated, emaciated or have a distended stomach • show improvement of developmental delays following proper stimulation and care • demonstrate signs of deprivation: cradle cap, severe diaper rash, diarrhea, vomiting, anemia, recurring respiratory problems • be consistently dirty or dressed inappropriately for weather, or wear torn clothing • often be hungry or thirsty • often be tired or listless • demand much physical contact and attention • assume role of parent or adult in the family • lack proper medical and dental care • have poor hygiene • have unattended medical or dental problems such as infected sores, decayed teeth, lack of needed glasses	• maintain a chaotic home life with little evidence of personal care routines • not supervise child for long periods of time or not supervise when child is involved in potentially dangerous activity • leave child in the care of inappropriate persons • give child inappropriate food, drink, medicine • consistently bring child early and pick up late • be apathetic towards child's progress, hard to reach by phone and fail to keep appointments to discuss child and concerns • overwork or exploit child • show evidence of apathy, feelings of futility

Physical Abuse

Physical abuse is an intentional, substantial and observable injury to a child.

Children often explain injuries by attributing them to accidents in play or sibling conflict. If you have any doubt, call a Children's Services caseworker for help in deciding whether to make a report.

INDICATORS OF PHYSICAL ABUSE

The Child

The physical signs might include:

- unexplained (or poorly explained) bruises and welts
- a number of scars in a regular pattern
- bruises of varying colours in the shape of an object (cord, rope, belt, buckle, clothes hanger)
- bald spots or missing teeth
- human bite marks
- unexplained burns, for example,
  - cigarette-shaped burns
  - immersion burns, e.g., glove-shaped, sock-shaped
  - electric iron or burner-shaped burns
- unexplained (or poorly explained) fractures, sprains, dislocations or head injuries)
- inflamed tissue suggesting scalding
- symptoms of consumption of a poisonous, corrosive or non-medical, mind-altering substance

The child may:

- be wary of physical contact with adults
- seem afraid of parent or other person
- be frightened in the face of adult disapproval
- be apprehensive when other children cry
- show extremes of behaviour - aggressive/ withdrawn
- be over-anxious to please
- approach any adult including strangers
- be defensive about injuries
- have low self-esteem
- wear clothing that covers body even though the weather is warm
- not tolerate physical contact or touch
- run away often
- be unable to form good peer relationships
- be reluctant to undress when others are around

The Adult may:

- be angry, impatient, frequently lose or almost lose control
- appear unconcerned about child's condition
- view child as bad or as the cause of life's problems
- resist discussion of child's condition or family situation
- view questions with suspicion
- use discipline inappropriate to child's age, condition and situation
- offer illogical, contradictory, unconvincing or no explanation of injuries
- show poor understanding of normal child development (for example, may expect adult-like, mature behaviour from a young child)

Sexual Abuse

Sexual abuse is inappropriate exposure or subjection to sexual contact, activity or behaviour. Sexual abuse might show itself in a broad range of indicators. Although these indicators may reveal sexual abuse, they may also reveal other psychological or physical trauma.

Disclosure

The single most important indicator of sexual abuse is a child telling someone about the abuse. The disclosure might be direct or indirect. Children commonly delay telling anyone about chronic or even acute sexual abuse. All disclosures should be taken seriously.

INDICATORS OF SEXUAL ABUSE

The Child

Physical evidence of sexual abuse is rare. Often with young children, abuse is not intercourse but touching, which may leave no physical signs. Where physical evidence is present it may be:

- torn, stained or bloody clothing
- pain or itching in genital area or throat, difficulty going to bathroom or swallowing
- bruises, bleeding or swelling of genital, rectal or anal areas
- vaginal odour or discharge
- stomach aches, headaches or other psychosomatic complaints

The child may:

- use language and make drawings that are sexually explicit
- fantasize excessively
- show fear of closed spaces
- resist undressing or diaper changes
- masturbate excessively
- exhibit seductive behaviour
- express premature or inappropriate understanding of sexual behaviour
- display inappropriate, unusual or aggressive sexual behaviour with peers or toys
- be excessively curious about sexual matters or genitalia of others or self
- wet pants (in a previously trained child)
- soil pants
- have eating disturbances (over-eating or under-eating)
- have fears/compulsive behaviour
- have school problems or significant changes in school performance
- display age-inappropriate behaviour, pseudo-maturity or regressive behaviour, such as bed-wetting and thumb-sucking
- be unable to concentrate
- have sleep disturbances, such as nightmares, fear of falling asleep and sleeping long hours

The Adult may:

- often be domineering but emotionally weak
- suggest or indicate marital or relationship difficulties with adults
- indicate own social isolation, loneliness, especially as a single parent
- cling to child, both physically and emotionally, hold and touch the child in an inappropriate way
- tend to blame others for life's problems and child's sexual behaviour - may even accuse child of causing sexual abuse

Emotional Abuse

Emotional abuse is the impairment of a child's mental or emotional functioning that may be caused by:

- rejection
- emotional, social, cognitive or physiological neglect
- deprivation of affection and/or cognitive stimulation
- exposure to domestic violence or severe domestic disharmony
- inappropriate criticism, threats, humiliation, accusations or expectations
- the mental or emotional condition of a parent/guardian
- chronic alcohol or drug abuse by anyone living in the child's home

INDICATORS OF EMOTIONAL ABUSE

The Child	**The Adult** may:
Child's appearance may not indicate or suggest the extent of the difficulty. The child may appear clean, well groomed and well nourished. Child's facial expression and body carriage may indicate sadness, depression, timidity or held-back anger. The child may: • appear overly compliant, passive, shy • show episodes of very aggressive, demanding and angry behaviour • fear failure, have trouble concentrating or learning and give up easily • be either boastful or negative about self • constantly apologize • cry without provocation • be excessively demanding of adult attention	• blame or belittle child in public and at home • withhold comfort when child is frightened or distressed • treat other children in the family differently and better, showing more acceptance and love, and less criticism • tend to describe child in negative ways: "stupid," "bad," "trouble-maker;" and predict failure for child • hold child responsible for parent's difficulties and disappointments • identify child with disliked relatives

3. WHAT TO DO WHEN YOU SUSPECT CHILD ABUSE OR NEGLECT?

a) If you suspect a child may be abused or neglected by the parent/guardian:

The *Child, Youth and Family Enhancement Act* addresses only abuse caused or allowed by the child's parent/ guardian. Your responsibility is set out in law. The *Enhancement Act* requires every person who has reason to believe that a child has been abused or that there is substantial risk that he or she will be abused or neglected by a parent/guardian, or might need intervention, to promptly report the matter to a Children's Services caseworker. Children's Services caseworkers draw their authority from the *Enhancement Act,* which states that a child (anyone under 18 years of age) is in need of intervention if there are reasonable and probable grounds to believe the child's survival, security or development is endangered by the action or inaction of the parent/guardian.

If you suspect a child is being abused or neglected by the parent/guardian, you must report immediately by contacting:

Your local Child and Family Services Authority (see attached list for contact information)

Or by calling:

The Child Abuse Hotline at 1-800-387-5437.

- You must report to Children's Services regardless of how the information was obtained and regardless of advice or direction not to report. Do not notify the child's parent/guardian. You must report directly to the Children's Services caseworker.
- Children's Services caseworkers designated to receive reports are trained to investigate and assess the need for intervention.
- Anyone other than a Children's Services caseworker or police officer who receives a disclosure of child abuse from a child, should refrain from interviewing the child.
- When the parent/guardian is the alleged perpetrator, the Children's Services caseworker cannot provide details of the investigation. However, the Children's Services caseworker should be able to give you information that you may need to know to continue to provide child care services to the child.

- If the child is not in need of intervention but the family members indicate there are problems with which they would like help, the Children's Services caseworker may assist in obtaining services from an appropriate community agency. If the child is in need of intervention, the Children's Services caseworker has a range of service options from which to choose. These options include: referral of the child and family to an appropriate community service, direct provision of services to the child and family; entering into an agreement with the parents to remove the child from the home temporarily; seeking a court order to apprehend the child; or apprehending the child because of immediate and substantial risk.

- After the investigation, the Children's Services caseworker **should** inform the person who made the initial report whether or not an investigation was conducted and why. This information must be general to maintain confidentiality.

b) **If you suspect that the abuse or neglect may be caused by someone other than the parent/guardian:**

The *Criminal Code of Canada* sets out all criminal offences, the penalty for committing them and the procedures for dealing with people accused of committing them. Children under the age of 12 cannot be charged with a criminal offence.

Some offences committed against children fall under the *Criminal Code of Canada*. They include: physical assault, sexual assault or other sexual offences, abandoning a child, and failing to provide the necessities of life. Police are responsible for conducting an investigation and deciding whether there are grounds to lay charges. Charges can also be laid under the *Enhancement Act* and the *Protection of Children Involved in Prostitution Act*.

If you suspect that someone other than the parent/guardian is abusing a child, the Police should be called directly to investigate.

The telephone number of the police in your area is listed in the red Emergency Pages of your local telephone directory.

- Once you have reported to the police, contact your local Child and Family Services Authority (Child Care) if the alleged abuse occurred in a day care facility or approved family day home. The police are responsible for conducting

the investigation; however, if they have concerns about the protection needs of the child by the parent/guardian, they may ask Children's Services to become involved.

- If the abuse occurred in a day care facility or approved family day home, the CFSA (Child Care) will contact the police to determine the status of the investigation. Depending on the information received from the police, the CFSA (Child Care) may conduct a further investigation to determine the appropriate course of action with respect to suspension of service in a day care facility or approved family day home, closure of a day care facility or approved family day home, and notification of parents of other children. The CFSA (Child Care) may also consult with the appropriate CFSA Children's Services staff.

- If a person who has information where the alleged perpetrator is not the parent/guardian contacts the Children's Services caseworker, the Children's Services caseworker will advise the contacting person to inform the parent/guardian and to make a report to the police. The Children's Services caseworker will also contact the police to ensure a report was received. If the abuse occurred in a day care facility or approved family day home, the Children's Services caseworker will also advise the CFSA (Child Care) that Children's Services was contacted and the information was forwarded to the police.

- Everyone other than a police officer or a Children's Services caseworker who receives a disclosure of child abuse from a child should refrain from interviewing the child.

Police Involvement

In addition to their criminal responsibilities, police may provide intervention under three pieces of legislation:

- Under the *Child, Youth and Family Enhancement Act*, a police officer may apprehend a child whose life or health is seriously or imminently endangered.

- Under the *Protection of Children Involved in Prostitution Act*, a police officer may apprehend a child who is engaging in or attempting to engage in prostitution.

- Under the *Protection Against Family Violence Act*, a police officer may obtain an order to remove the alleged abuser or a warrant to assist the alleged victim in a situation of family violence.

If you are uncertain about whether to report, or who to contact (Children's Services or the Police), call a Children's Services caseworker. It is not up to

you to determine whether your observations are sufficient evidence for an investigation. The responsibility for investigating reports of child abuse or neglect rests with the Children's Services caseworker and/or the Police.

4. HOW DO YOU TALK TO A CHILD?

If a child discloses abuse to you, do not probe for details. Listen to the information provided and record it as soon a possible in the child's own words. Be supportive and let the child know it is right to tell someone.

Here are some suggestions for talking to a child about abuse. It is important to be a good listener and avoid probing the child for information.

Do:	Don't:
✓ find a private, quiet place to listen ✓ listen in a calm, non-judgemental manner ✓ reassure the child that it is right to tell ✓ assure the child that what happened was not his or her fault ✓ acknowledge the child's feelings ✓ say "I'll try to help" ✓ write down what you heard and saw: - as soon as possible - quoting the child's words as much as possible - using words that describe things you can see or hear - keeping your notes and information confidential and secure	× interrupt the child's story × promise to keep disclosure confidential × ask leading questions × show horror or anger × conduct your own investigation × provide opinions or judgements × promise the child what the next steps will be × promise that things will get better

5. WHAT DO YOU REPORT?

If you think there is a reason to be concerned about a child, you will need to provide the details of the disclosure and as much of the following information as possible:

- your name
- your telephone number
- your relationship to the child and how long you've known the child
- whether the child or family know you are reporting
- the child's name
- the child's sex
- the child's birth date
- the child's address
- the child's telephone number
- the day care facility or approved family day home
- the current location and school program the child attends, if applicable
- whether the child is Aboriginal and, if so, whether the child belongs to an Aboriginal community
- the name, address, telephone number of the alleged perpetrator, if known, and other information which may assist in locating or identifying that person
- the name, address, telephone number of and workplace of the parent/guardian
- if the child disclosed it:
  - when and where the abuse took place
  - how long the abuse has been going on
  - whether the situation has worsened
  - current location of the abuser or parent/guardian
- your own observations or other indicators of abuse (see page 4 "***HOW DO YOU RECOGNIZE CHILD ABUSE AND NEGLECT?")***
- full details of the incident or situation, which precipitated the report. Be as specific as possible. Make notes on details or events or behaviour that caused concern.
- whether you are aware of any efforts made to resolve the situation, and the results
- the child's condition and any concerns about the child's immediate safety

- whether you know of other professionals or agencies involved with the family or anyone else who might provide relevant information
- whether you know anything about the situation or alleged perpetrator that might pose a threat to an investigator
- whether you can provide a place in your facility to interview the child
- whether there is any language barrier or disability that would require assistance in communication

6. WHAT IS CONFIDENTIAL?

Once you have made a report to a Children's Services caseworker or to the Police, you should not discuss the incident with the alleged perpetrator.

Information obtained during an investigation by Children's Services caseworkers is confidential. This is to protect the child, to provide anonymity to the person who reported and to respect the privacy of the family. Children's Services records are protected by both the *Freedom of Information and Protection of Privacy Act* and the *Enhancement Act*. The *Enhancement Act* protects the identity of the person who reported that a child needs intervention. It may be disclosed only with the Minister's written consent.

If the Children's Services caseworker believes a crime has been committed, the Children's Services caseworker is authorized to disclose information to police who may commence a criminal investigation.

In the course of a criminal investigation, Children Services caseworkers may disclose relevant information to officers involved in the investigation of an offence. Information shared with the police is subject to disclosure to the accused.

Confidentiality and protection of privacy of information that is part of a criminal investigation is determined by the *Criminal Code of Canada* and rules set down in criminal case law. A judge may order the information from the prosecution file, and may make it accessible to the accused.

7. WHAT IS YOUR ROLE IN PREVENTING ABUSE?

You can provide a role model for parents by demonstrating appropriate interaction with children, guiding behaviour, and providing a safe and suitable physical environment.

Child abuse or neglect may be prevented by learning about the child's family and being sensitive to any circumstances in the family or characteristics of the parent or child that might contribute to child abuse or neglect.

You can help children learn about their bodies and their feelings, without creating fear and suspicion of everyone who touches or speaks to them.

Day care facilities and agencies must check references for employees and providers very carefully. Over-reliance on police security checks fosters a false sense of security since only a small percentage of abusers have previous records.

You must carefully monitor friends or family who may be in a day care facility or home while children are being cared for. Staff and providers should know that activities such as toileting, diapering and bathing have the potential for abuse to occur or for actions to be misinterpreted, resulting in an accusation of abuse. Therefore, persons other than day care facility caregivers or providers should not perform these activities.

The primary responsibility for ensuring the safety and well-being of children lies with each child's parents/guardians; however, the protection and safety of children is everyone's concern. Where a child's survival, security or development is at risk, the involvement of CHILDREN'S SERVICES and/or the POLICE becomes necessary.

The preservation, health and development of children and families should be encouraged and continually supported.

You can become aware of the indicators of child abuse and neglect and these Protocols to aid in the protection of children and support of families in preventing abuse.

For further information contact your local
Child and Family Services Authority (see attached list)

Alberta Children's Services
Child and Family Services Authorities (CFSA)

Region 1 Southwest Alberta CFSA
107 Palliser Centre
3305 - 18 Avenue North
Lethbridge AB T1H 5S1
Phone: (403) 381-5543
Fax: (403) 381-5608

Region 2 Southeast Alberta CFSA
205 Provincial Building
346 – 3 Street SE
Medicine Hat AB T1A 0G7
Phone: (403) 529-3753
Fax: (403) 528-5244

Region 3 Calgary and Area CFSA
300 - 1240 Kensington Road NW
Calgary AB. T2N 3P7
Phone: (403) 297-6100
Fax (403) 297-7214

Region 4 Central Alberta CFSA
3rd Floor, Bishop's Place
4826 Ross Street
Red Deer AB T4N 1X4
Phone: (403) 341-8642
Fax: (403) 341-8654

Region 5 East Central Alberta CFSA
PO Box 300
4811 – 49 Avenue
Killam AB T0B 2L0
Phone: (780) 385-7160
Fax: (780) 385-7163
Safe Kids Hotline: 1-877-385-5437 (KIDS)

Region 6 Edmonton and Area CFSA
7th Floor, Oxbridge Place
9820 – 106 Street
Edmonton AB T5K 2J6
Phone: (780) 427-2250/422-3355
Fax: (780) 422-6864

Region 7 North Central Alberta CFSA
2nd Floor, Administration Building
5143-50 Street Box 4742
Barrhead, Alberta T7N 1A6
Phone: (780) 305-2440
Fax: (780) 305-2444

Region 8 Northwest Alberta CFSA
3001, Provincial Building
10320 – 99 Street
Grande Prairie AB T8V 6J4
Phone: (780) 538-5122
Fax: (780) 538-5137

Region 9 Northeast Alberta CFSA
4th Floor, Provincial Building
9915 Franklin Avenue
Fort McMurray AB T9H 2K4
Phone: (780) 743-7461
Fax: (780) 743-7474

Region 10 Metis Settlements CFSA
412 Mayfield Business Centre
10525 – 170 Street
Edmonton AB T5P 4W2
Phone: (780) 427-1033
Fax: (780) 415-0177

To be connected toll-free, call 310-0000